

Complaint Tracking for MS (06/01/2006-05/31/2007). Total Customer Contacts: 4

| Complaint | Nature of Complaint  | Date of Resolution | Explanation of Resolution   |
|-----------|--|--------------------|---|
| 07        | Caller reported that CA yelled at the beginning of the call, "You're the 3rd person I spoke to and I'm trying to get this person some help." The caller is the supervisor at a community college switchboard, so the call was given to her to handle. At the end of the call she requested the CA's name or ID number. | 04/17/07           | Apologized for the inconvenience and told her the representative was sent to the call center supervisor. Follow up requested agent by that number at the center. Agent with that number was employed a month ago. Closing ticket. Trainer contacted customer with inquiry results on 4/24/07.                                 |
| 06        | Caller was not happy with agent typing abilities.  | 11/25/06           | Explained why xxx xxx would show up and explained that he can't back space to correct a word. The caller understood. Discussed spelling issues with agent. He stated that he would xxx to correct any mistakes as required.   |
| 06        | MS Voice user complained he continues to be billed by Sprint when Bell South is selected for his carrier.  | 09/07/06           | Apologized, offered to submit credit request, which customer refused. No contact wanted. Opened Trouble Ticket. The customer did not accept the offer for the credit. The customer did not provide any contact information.   |
| 06        | MS TTY user complained agent didn't follow instructions to leave a message for person to call back on second line to a voice #, causing confusion  | 06/28/06           | Apologized and explained I will be sure to inform the supervisor for follow up with the agent on this issue. Customer did not want contact. Met with agent who did not remember the incident. Stated she always follows the customer's request. Closed on following the customer's request and keeping the customer informed. |

Complaint Tracking for MS (06/01/2006-05/31/2007). Total Customer Contacts: 4

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| 17        | Caller reported that CA yelled at the beginning of the call, "You're the 3rd person I spoke to and I'm trying to get this person some help." The caller is the supervisor at a community college switchboard, so the call was given to her to handle. At the end of the call she requested the CA's name or ID number | 04/17/07           | Apologized for the inconvenience and told her the rep sent to the call center supervisor. Follow up requested agent by that number at the center. Agent with that number employment a month ago. Closing ticket. Trainer contacted customer with inquiry results on 4/24/07.  |
| 06        | Caller was not happy with agent typing abilities.   | 11/25/06           | Explained why xxx xxx would show up and explained that he can't back space to correct a word. The caller understood. Discussed spelling issues with agent. He stated that he would call xxx to correct any mistakes as required.  |
| 06        | MS Voice user complained he continues to be billed by Sprint when Bell South is selected for his carrier.   | 09/07/06           | Apologized, offered to submit credit request, which customer refused. No contact wanted. Opened Trouble Ticket. The customer did not accept the offer for the credit. The customer did not provide any contact information.   |
| 06        | MS TTY user complained agent didn't follow instructions to leave a message for son to call back on second line to a voice #, causing confusion.   | 06/28/06           | Apologized and explained I will be sure to inform the agent's supervisor for follow up with the agent on this issue. Customer did not want contact. Met with agent who did not remember the issue. Stated she always follows the customer's request. Coach agent on following the customer's request and keeping the customer informed. |

Complaint Tracking for MS (06/01/2006-05/31/2007). Total Customer Contacts: 4

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| 06        | MS Voice user complained he continues to be billed by Sprint when Bell South is selected for his carrier.  | 09/07/06           | Apologized, offered to submit credit request, which customer refused. No contact wanted. Opened Trouble Ticket. Technician did not accept the offer for the credit. The customer did not provide any contact information.   |
| 06        | MS TTY user complained agent didn't follow instructions to leave a message for son to call back on second line to a voice #, causing confusion.  | 06/28/06           | Apologized and explained I will be sure to inform the supervisor for follow up with the agent on this issue. Customer did not want contact. Met with agent who did not remember the issue. Stated she always follows the customer's request. Coach on following the customer's request and keeping the customer informed. |

Complaint Tracking for MS (06/01/2006-05/31/2007). Total Customer Contacts: 4

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| 11/06        | Caller was not happy with agent typing abilities.  | 11/25/06           | Explained why xxx xxx would show up and explained can't back space to correct a word. The caller understood. Discussed spelling issues with agent. He stated that xxx to correct any mistakes as required.  |
| 09/06        | MS Voice user complained he continues to be billed by Sprint when Bell South is selected for his carrier.  | 09/07/06           | Apologized, offered to submit credit request, which customer refused. No contact wanted. Opened Trouble Ticket. Customer did not accept the offer for the credit. The customer did not provide any contact information.   |
| 06/06        | MS TTY user complained agent didn't follow instructions to leave a message for son to call back on second line to a voice #, causing confusion.  | 06/28/06           | Apologized and explained I will be sure to inform the supervisor for follow up with the agent on this issue. Customer did not want contact. Met with agent who did not remember the request. Stated she always follows the customer's request. Continued on following the customer's request and keeping the customer informed. |

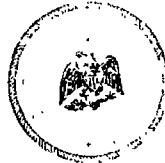
MISSISSIPPI PUBLIC SERVICE COMMISSION

Received & Inspected

JUN 27 2008

FCC Mail Room

LEONARD L. BENTZ, Chairman  
BILLOXI - SECOND DISTRICT  
LYNN POSEY, Vice-Chairman  
UNION CHURCH - FIRST DISTRICT  
BRANDON PRESLEY, Commissioner  
NET FLETON - THIRD DISTRICT



BRIAN U. RAY  
EXECUTIVE SECRETARY  
(601)961-5400

LYNN CARLISLE  
SENIOR ATTORNEY  
JOEL BENNETT, DIR  
FINANCE & PERSONNEL  
MARK McCARVER, DIR  
GAS PIPELINE SAFETY

June 25, 2008

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> St., SW/Room TW-B204  
Washington, DC 20554

Re: TRS 55-02  
Mississippi Complaint Log Summary  
CG Docket 03-123

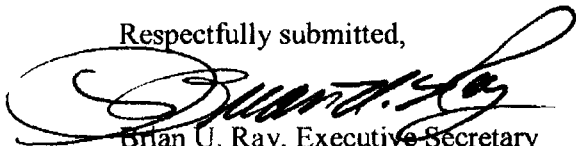
Dear Ms. Dortch:

Pursuant to FCC rules regarding Telecommunications Relay Service, please find for review the following:

1. Annual Complaint Log from June 1, 2007 through May 31, 2008
2. Report with total complaints by category.

A CD-Rom and four copies are enclosed as required. We are pleased to report that the Mississippi Public Service Commission did not directly receive any complaints regarding relay service in Mississippi this past year. Should you need additional information, please let me know.

Respectfully submitted,

  
Brian U. Ray, Executive Secretary  
Mississippi Public Service Commission

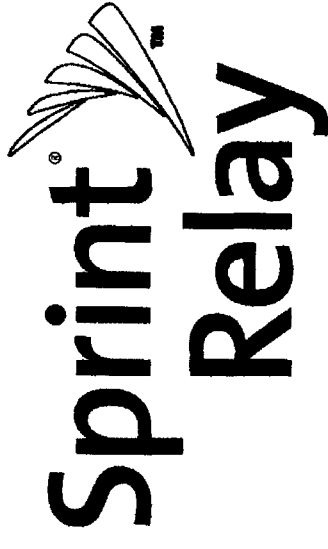
Cc: Arlene Alexander, Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
445 12<sup>th</sup> St., SW/Room 3-C408  
Washington, DC 20554

No. of Copies rec'd. 0  
List ABCDE

Received & Inspected

JUN 27 2008

FCC Mail Room



# **MISSISSIPPI FCC COMPLAINT LOG 2008**

**Complaint Tracking for MS (06/01/2007-05/31/2008). Total Customer Contacts: 6**

| <u>Tally</u> | <u>Date of Complaint</u> | <u>Nature of Complaint</u>   | <u>Date of Resolution</u> | <u>Explanation of Resolution</u>  |
|--------------|--------------------------|--|---------------------------|---|
| 1            | 12/12/07                 | TTY user upset because when trying to call Social Security, wants to know "Why agent hung up while I was typing, very important business?" Customer does want TTY contact from Program Manager.  | 12/12/07                  | Customer Service apologized and told customer that agent's supervisor would be told of the problem. Agent does not remember the call but stated it could be due to technical difficulties. Supervisor explained to the agent that if she is having technical difficulties on a call, to immediately get a supervisor to fill out a trouble ticket so the problem can be researched and resolved.  |
| 2            | 10/29/07                 | VCO customer unable to reach MS Relay via 711 or VCO 800 dedicated line. Customer's husband has contacted LEC who advised there was no problem. VCO customer relies on her only means of using telephone to communicate. Customer requests contact | 06/02/08                  | Customer Service apologized for problem, told customer that a TT and complaint would be entered, and suggested to customer to call LEC again and speak with supervisor regarding this issue. TT 5216617. Program Manager called customer and customer said that Relay services have been working perfectly with everyone else except this one woman. Her line has been checked and it was determined to be in working order but customer believes that it's her end since everyone else has not had any further problems since filing this complaint. Customer appreciated the follow up. |
| 3            | 10/24/07                 | VCO customer is unable to reach a relay operator via 711 or by the dedicated VCO toll-free number. Customer also had static on the line. No follow up requested.   | 10/24/07                  | Call was placed approximately at 8:45 pm on 10/24/07. Customer Service apologized for the problem and informed customer to contact their local phone company for the static and connecting to 711 problems. Entered in TT #5188045. Technician did not report a problem. Customer did not request call back and has not called back it seems this may have been a LEC issue.  |
| 4            | 10/23/07                 | Customer reports she is unable to reach Relay by dialing 711. Follow up requested.   | 10/23/07                  | Customer Service apologized. Ticket 5177640 was opened. Contacted customer and she said that in the past, her daughter had not been able to get through to 711 from her home phone but lately, has been able to some of the time. Customer and daughter's phone lines have been checked and everything checked out okay. Gave customer the 800 MS Relay number for her daughter to use instead of using the 711 number. Customer appreciated the follow up.   |

|   |          |  |          |  |
|---|----------|--|----------|--|
| 5 | 09/27/07 | A VCO customer has been having trouble with garbling on most calls. She also reports that when she calls people, the outbound parties often cannot hear her well. Follow-up requested. | 09/27/07 | Customer Service apologized and explained how to turn off turbocode on her machine. Called back through relay for test call and garbling was still occurring. I also had a hard time hearing her. Opened TT 5005687. Program Manager followed up with the VCO customer on 9/28, 10/14 and 11/9 but there was no answer. Unable to follow up with customer to see if the problem has been resolved. |
| 6 | 09/17/07 | Agent keeps hanging up in the middle of VCO user's long-distance calls   | 09/17/07 | Re-routed to the correct call center. Coached CA not to disconnect calls. CA does not remember this call, but understands and would not disconnect customers.  |



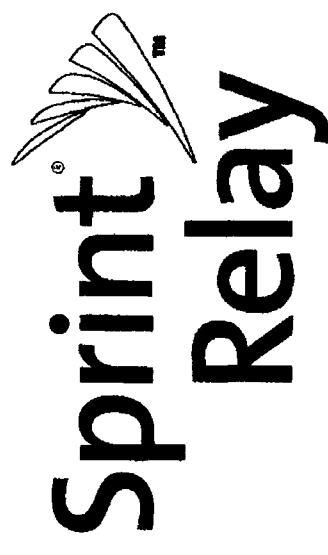


# **MISSISSIPPI FCC COMPLAINT LOG 2008**

**Complaint Tracking for MS (06/01/2007-05/31/2008). Total Customer Contacts: 6**

| <u>Tally</u> | <u>Date of Complaint</u> | <u>Nature of Complaint</u>  | <u>Date of Resolution</u> | <u>Explanation of Resolution</u>  |
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| 1            | 12/12/07                 | TTY user upset because when trying to call Social Security, wants to know "Why agent hung up while I was typing. very important business?" Customer does want TTY contact from Program Manager  | 12/12/07                  | Customer Service apologized and told customer that agent's supervisor would be told of the problem. Agent does not remember the call but stated it could be due to technical difficulties. Supervisor explained to the agent that if she is having technical difficulties on a call, to immediately get a supervisor to fill out a trouble ticket so the problem can be researched and resolved.  |
| 2            | 10/29/07                 | VCO customer unable to reach MS Relay via 711 or VCO 800 dedicated line. Customer's husband has contacted LEC who advised there was no problem. VCO customer relies on her only means of using telephone to communicate. Customer requests contact. | 06/02/08                  | Customer Service apologized for problem, told customer that a TT and complaint would be entered, and suggested to customer to call LEC again and speak with supervisor regarding this issue. TT 5216617. Program Manager called customer and customer said that Relay services have been working perfectly with everyone else except this one woman. Her line has been checked and it was determined to be in working order but customer believes that it's her end since everyone else has not had any further problems since filing this complaint. Customer appreciated the follow up. |
| 3            | 10/24/07                 | VCO customer is unable to reach a relay operator via 711 or by the dedicated VCO toll-free number. Customer also had static on the line. No follow up requested.  | 10/24/07                  | Call was placed approximately at 8:45 pm on 10/24/07. Customer Service apologized for the problem and informed customer to contact their local phone company for the static and connecting to 711 problems. Entered in TT #5188045. Technician did not report a problem. Customer did not request call back and has not called back. It seems this may have been a LEC issue.   |
| 4            | 10/23/07                 | Customer reports she is unable to reach Relay by dialing 711. Follow up requested.  | 10/23/07                  | Customer Service apologized. Ticket 5177640 was opened. Contacted customer and she said that in the past, her daughter had not been able to get through to 711 from her home phone but lately, has been able to some of the time. Customer and daughter's phone lines have been checked and everything checked out okay. Gave customer the 800 MS Relay number for her daughter to use instead of using the 711 number. Customer appreciated the follow up.   |

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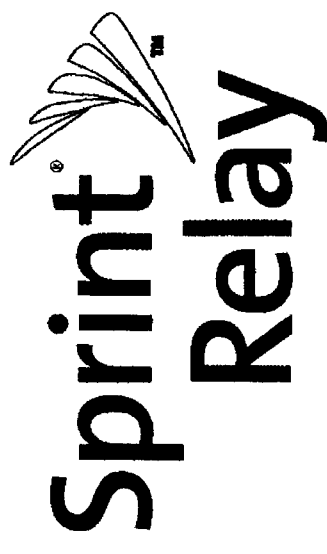


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| 3            | 10/24/07                 | VCO customer is unable to reach a relay operator via 711 or by the dedicated VCO toll-free number. Customer also had static on the line. No follow up requested.  | 10/24/07                  | Call was placed approximately at 8:45 pm on 10/24/07. Customer Service apologized for the problem and informed customer to contact their local phone company for the static and connecting to 711 problems. Entered in TT #5188045. Technician did not report a problem. Customer did not request call back and has not called back. It seems this may have been a LEC issue.   |
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| 6 | 09/17/07 | Agent keeps hanging up in the middle of VCO user's long-distance calls.  | 09/17/07 | Re-routed to the correct call center. Coached CA not to disconnect calls. CA does not remember this call, but understands and would not disconnect customers.  |



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DOCKET NO. 03-123

**DOCUMENT OFF-LINE**

**This page has been substituted for one of the following:**

- o This document is confidential (NOT FOR PUBLIC INSPECTION)**
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- o Other materials which, for one reason or another, could not be scanned into the ECFS system.**

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ICD Room

# Mississippi Public Service Commission



**LYNN POSEY, Chairman**  
UNION CHURCH - FIRST DISTRICT  
**BRANDON PRESLEY, Vice-Chairman**  
NETTLETON - THIRD DISTRICT  
**LEONARD L. BENTZ, Commissioner**  
BILOXI - SECOND DISTRICT

**BRIAN U. RAY**  
EXECUTIVE SECRETARY  
(601) 961-6400

**LYNN CARLISLE**  
SENIOR ATTORNEY  
**JOEL BENNETT, DIR.**  
FINANCE & PERSONNEL  
**MARK MCCARVER, DIR.**  
GAS PIPELINE SAFETY

June 19, 2009

Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

Re: TRS 55-02  
Mississippi Complaint Log Summary

Dear Secretary:

Pursuant to FCC rules, more specifically CG Docket No. 03-123 regarding Telecommunications Relay Service, please find for review the following:

- Annual Complaint Log for June 1, 2008 to May 31, 2009

Should additional information be needed please let me know.

Respectfully submitted,

Brian U. Ray, Executive Secretary  
Mississippi Public Service Commission



# **Mississippi FCC Complaint Log 2009**

**Complaint Tracking for Mississippi (06/01/2008-05/31/2009). Total Customer Contacts: 4**

| Compl. | Nature of Complaint  | Date of Resolution | Explanation of Resolution   |
|--------|--|--------------------|---|
|        | Customer said that the agent hung up while the TTY user was typing and while reading to other party. Customer would like the agent talked to and reprimanded.  | 10/03/08           | A supervisor happened to be standing behind the agent when the computer went blue and disconnected both parties. The message on the screen said the system was doing a "Physical Memory" dump. This was a technical issue and not agent error. No action taken. |
|        | A Mississippi voice customer was speaking to a Hard of Hearing customer of his via relay. The voice caller was continually rebuked for asking if the caller was typing, since there were very long pauses. At one point the operator snapped, "No, they aren't saying anything. I only read when they type!" The operator then disconnected the call without any warning. I apologized for the rudeness. No follow-up was requested.   | 10/30/08           | 10/30/08 A team leader met with the agent and coached them on proper disconnect procedures and providing quality customer service with a positive attitude. The agent understands that any further occurrences may result in a level of CAP or termination.     |
|        | Mississippi voice customer calling a client, complained that the Mississippi brochure says call to 711 to reach anyone via MSRS, but when she does that the operators tell her that she can't use Cap Tel this way. Then when they transfer her, she gets disconnected. I apologized and verified that the brochure does not list the CapTel contact number for operator access or CapTel Customer Service. I let customer know I would inform the Program Manager of this issue. No follow-up contact wanted. | 01/12/09           | Mississippi Account Manager was made aware of the issue and will clarify it in next printing of Mississippi Relay brochures.  |
|        | WebCapTelephone Information  | 01/30/09           |   |

# Mississippi Public Service Commission



**BRANDON PRESLEY, Chairman**  
NETTLETON - THIRD DISTRICT  
**LYNN POSEY, Vice-Chairman**  
UNION CHURCH - FIRST DISTRICT  
**LEONARD L. BENTZ, Commissioner**  
BILOXI - SECOND DISTRICT

**BRIAN U. RAY**  
EXECUTIVE SECRETARY  
(601) 961-5400

**KATHERINE COLLIER**  
ATTORNEY  
**JOEL BENNETT, DIR**  
FINANCE & PERSONNEL  
**MARK McCARVER, DIR.**  
GAS PIPELINE SAFETY

June 29, 2010

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> St., SW/Room TW-B204  
Washington, DC 20554

Re: TRS 55-02  
Mississippi Complaint Log Summary

Dear Ms. Dortch:

Pursuant to FCC rules, more specifically CG Docket No. 03-123 regarding Telecommunications Relay Service, please find for review the following:

- Annual Complaint Log from June 1, 2009 to May 31, 2010

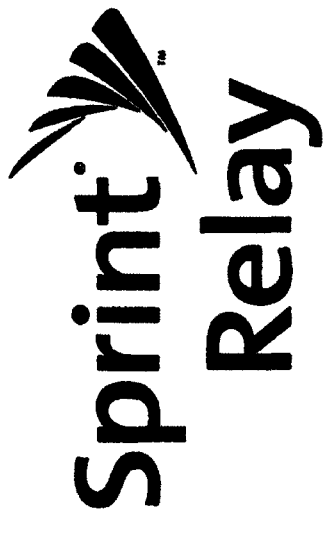
Should you need additional information please let me know.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Brian U. Ray".

Brian U. Ray, Executive Secretary  
Mississippi Public Service Commission

Cc: Mark Stone  
Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
445 12<sup>th</sup> St., SW  
Washington, DC 20544



# **Mississippi FCC Complaint Log 2009-2010**

**Complaint Tracking for MS (06/01/2009-06/31/2010). Total Customer Contacts: 5**

| <b>Tally</b> | <b>Date of Complaint</b> | <b>Nature of Complaint</b>  | <b>Date of Resolution</b> | <b>Explanation of Resolution</b>   |
|--------------|--------------------------|---|---------------------------|--|
| 1            | 02/03/10                 | A customer said that the Communication Assistant hung up on them, and did not dial the outbound. The Supervisor apologized, and no follow up was requested.   | 02/03/10                  | The Communication Assistant that was noted in this complaint was not scheduled to work on this day.  |
| 2            | 02/06/10                 | Dial Tone - Not heard   | 02/08/10                  | A customer reported no dial tone on their CapTel. A Customer Service Representative advised the customer to perform a physical reset. This resolved the customer's experience.   |
| 3            | 02/23/10                 | Dial Tone - Not heard   | 02/23/10                  | A customer called and said that their CapTel was frozen, and there was no dial tone. A Customer Service Representative advised the customer to perform a physical reset. This resolved the customer's experience.  |
| 4            | 07/20/09                 | Unable to make captioned calls  | 07/20/09                  | A customer reported that a failure notice appeared on their CapTel phone while making an outbound Federal CapTel call. Technical support made an adjustment to remedy this problem, and this resolved the matter. A Customer Service Representative verified that the customer can make and receive calls. |
| 5            | 11/29/09                 | A customer said that the Communication Assistant had an attitude, and hung up on them. Apologized, and said that this information would be forwarded to the appropriate person. The customer would like a follow up letter. | 11/30/09                  | The Communication Assistant said they do not recall the call, but would never do that to a customer. The Customer Assistant has been coached to always have a cheerful disposition, and to be polite to the customer. The Communication Assistant understood.  |

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**Mississippi FCC  
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